

# LCMS News

*Raising the Bar in Information Management*

Volume 3: September 2007

## Welcome

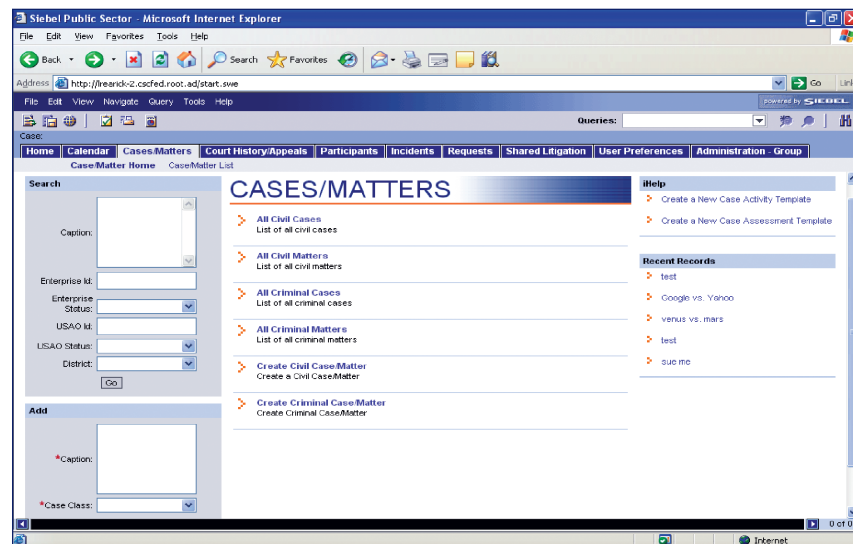
Welcome to the third edition of the Litigation Case Management System (LCMS) Program newsletter. The purpose of **LCMS News** is to detail the latest news, updates, and features of the Department of Justice's new case tracking system. This newsletter is distributed quarterly to DOJ's litigating community.

## LCMS Project Team Finalizes Business Scenarios and Completes Design Phase

Early this summer, the LCMS Project Team began validation of the user requirements gathered from the Executive Office of the United States Attorneys (EOUSA) for the 94 United States Attorneys Offices (USAOs). The USAOs will be the first DOJ litigating component that will begin using the new case management system. During the requirements analysis phase, use cases were developed to demonstrate examples of functionality expected in LCMS. During the Joint Application Design (JAD) sessions, held in May and June, these use cases were further refined into approximately 400 business process scenarios. In the JAD sessions, users and designers worked together to review proposed system design including screen shots, functionality, as well as business rules and process scenarios. The business process scenarios demonstrate the functionality of all the tasks and actions that will be completed using LCMS.

The LCMS development team used the findings from the JAD sessions to write the LCMS Business Solutions Process (BSP) document. The BSP describes the business processes supported by LCMS and the overall design solution. It also defines the screens and views accessible to the various LCMS user groups and what data each group can add, modify, and delete. This document also details how the business rules associated with initiating, modifying, disposing, closing, and reopening cases and actions will be enforced.

The following BSP screenshot depicts the LCMS Case/Matter Homepage. The homepage features tab navigation, a standard Siebel functionality to organize various tasks performed by the user.



This homepage, which can be organized and personalized by users with hyperlinks to frequently-used views, also has the helpful feature of displaying recent records.

As development of the new system nears completion, **LCMS News** will continue to deliver the latest information regarding the system's functionality and features.

## Status: Stage 2 Working Group

In preparation for the LCMS implementation that is scheduled to launch in 2008, the Stage 2 Working Group was established to assist in providing a smooth transition from Stage 1 to Stage 2 implementation. Stage 1 activities are dedicated to LCMS implementation for EOUSA and the 94 USAOs; and Stage 2 LCMS activities focus on implementation across the Environment and Natural Resources Division (ENRD), Civil Division (CIV), and Civil Rights Division (CRT). While the focus of the Stage 2 Working Group is on LCMS implementation for these three components, the Antitrust Division (ATR), Criminal Division (CRM), and Tax Division (TAX) are also participating in this working group in an effort to begin readying Stage 3, implementation within the final group of litigating components.

The overarching goal of the Stage 2 Working Group is to carry a dialogue on the upcoming implementation of LCMS and how it will impact the involved components. It seeks to leverage Stage 1 lessons learned and tackle implementation issues ahead of time, such as addressing what types of component resources are required for implementation. A major focus within this goal is on the measures taken to best prepare this group. The meetings, generally, support the overarching goal by covering the following main objectives:



- To communicate the methodology used in gathering requirements;
- To facilitate information sharing, including cross-stage and cross-component information;
- To access resources and staff required from each component in supporting the LCMS effort;
- And to address technical and other issues of concern.

The Stage 2 Working Group currently meets on a bi-weekly basis in an effort to engage these key stakeholder groups, which is an imperative element to the successful deployment of LCMS.



Since the first quarter of 2007, the Stage 2 Working Group has been actively involved in detailed discussions of the implementation for each of the components. Key topics discussed include As-Is information sharing and reporting, from a component to Department level. LCMS will provide new lines of information sharing and the ability to readily access reports at the Department level.



Under the guidance of the LCMS PMO, the Stage 2 Working Group has been active in developing the As-Is case management business processes for their respective component organizations. This involves developing diagrams across key fundamental areas of the LCMS Performance Based Requirements, such as: Assignment Management, Event Management, and Case/Matter Handling. Throughout this effort, components are beginning to identify data, such as priority activities, specific business rules, adhoc and standard reports, and various data exchanges that occur among components. The components are closely examining the report types to determine which can be consolidated in the new system.

In addition to documenting case management business processes, all six litigating divisions recently participated in requirements gathering for a time-reporting prototype.

Moving forward, the Stage 2 Working Group will begin identifying interface requirements with other systems. In addition, Fall meetings will include a Change Management segment, to support a successful early user adoption of the new system. First quarter 2008 will kick off the formal requirements phase. The business process data collected will provide the foundation for these requirements.

## LCMS Featured in Industry



The LCMS Program Manager, Chris Carey, was a guest speaker at the July 24, 2007 Armed Forces Communications and Electronics Associations' (AFCEA) Law Enforcement Information Technology Day. The main purpose of this industry event was to shed light on how information technology is driving advances in law enforcement and case management at the Federal level. The July 2007 issue of FCW.com featured highlights of Chris Carey's presentation on the LCMS Program. In this article, Mr. Carey said that the system is the

cornerstone for information sharing within DOJ. He announced that LCMS was nearing completion of the design phase, which should be completed by early September. Mr. Carey also noted that DOJ plans to begin testing LCMS this winter and to implement the system at four (4) USAOs in Spring 2008. The remaining ninety (90) USAOs will go live in Fall 2008.

The FCW.com article spotlighted features of the LCMS, such as cross-agency information sharing, efficient data accessibility, and tracking. When LCMS is fully deployed, each of the seven DOJ litigating components will have its own unique view of the system. Using a web portal, system users will be able to access case data, and case referrals, thereby helping to support DOJ's goal of increasing information sharing amongst its components.

To read the full article, please visit:

<http://www.fcw.com/article103308-07-24-07-Web>

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## The Civil Rights Division (CRT) LCMS Leadership Team: An executive profile with DeDe Greene and Gary Wong

In each issue of its newsletters, **LCMS News** has had the privilege to profile members of the leadership team who have been working hard to develop DOJ's new litigation case management system. DeDe Greene and Gary Wong are two members of the Civil Rights Division that have been involved with LCMS from its early stages and will continue to provide leadership and guidance for the development and deployment of LCMS for the Stage 2 Components.

### DeDe Greene, Executive Officer for the Civil Rights Division Dept. of Justice, Civil Rights Division



Ms. DeDe Greene's career within the Department of Justice spans over thirty years of ardent commitment to excellence in service to the American public and dedicated execution of her responsibilities to uphold the mission of the Department.

Ms. Greene received her B.B.A. degree from Howard University and her Master of Public Financial Management degree from The American University, as a nominated candidate for the Department's Applied Financial Management Program. Since 1976, Ms. Greene has worked with many divisions within the Department, including the Justice Management Division and the Criminal Division. In 1994, Ms. Greene assumed the role of Executive Officer for the Civil Rights Division, and in this capacity she serves as the principal advisor to the Assistant Attorney General and Principal Deputy Assistant Attorney General in all matters relating to finance, information technology and litigation support, human resources, and administrative management.

### Gary Wong, Director of Litigation & Support Services Dept. of Justice, Civil Rights Division



Gary Wong is the Director of Litigation & Support Services for the Civil Rights Division (CRT). He is responsible for the CRT's Facilities, Litigation Support, Mail, and Records Management Units. Mr. Wong has 13 years of experience in the Department of Justice, 1 year with the Environment and Natural Resources Division and the 12 most current years with the CRT. He has been responsible for major projects such as the Y2K conversion of major systems, as well as, the implementation of the CRT's current case management system "ICM" which incorporated time reporting for the first time in the Division. He has been certified as a Project Management Professional (PMP), Contracting Officer, and Contracting Officer's Technical Representative.



In this issue, **LCMS News** was able to sit down for a brief Question and Answer session with DeDe Greene and Gary Wong regarding the implementation of LCMS.

### **1. Please tell us about your involvement in the Stage 2 Working Group.**

The Civil Rights Division (CRT) has been involved with the Stage 2 Working group since early this year to help assist and prepare the Stage 2 Components (Environment and Natural Resources Division (ENRD), Civil Division (CIV), and Civil Rights Division (CRT)) for the next stage of LCMS development and deployment. We are working together to provide a smooth transition for the components and have recently begun communicating the methodology for requirements gathering and process mapping. We have been closely following the development and design of LCMS for the first component (EOUSA) and will apply the lessons learned to help support the LCMS effort for the three components in the next stage. The CRT is very grateful to EOUSA, especially Siobhan Sperin, for taking the lead and providing the Stage 2 components with a workable template and Chris Carey, the Program Manager, who has done an outstanding job of keeping this complex project on target.

### **2. What excites you about the new LCMS system? What are you looking forward to when LCMS is finally implemented and deployed?**

The CRT is excited to transition to the new LCMS for its cutting edge technology, adaptability, flexibility, and the multitude of system capabilities. Executives and senior management will be able to have greater reporting capabilities and will be able to manage and monitor workload and performance amongst their teams. On-the-fly dashboards will assist executive decision-making. Having a Department-wide system will also allow for a more cost effective solution for not only the CRT but all the other participating components as well as a more streamlined administration of the new system.

### **3. What do you see as the biggest challenge that the Stage 2 components (Civil Rights Division, Civil Division, and Environmental and Natural Resources Division) will face in successfully implementing LCMS?**

The Stage 2 Working Group is looking to build strong user acceptance within the components, but it is always a challenge when business or system changes are made within an organization. There will always be a certain reticence to change and fear of the unknown, especially in large enterprise-level system implementations. Perhaps the biggest challenge will be working with the user community to adapt to the new system. Regular communications and extensive training will be provided for the user communities to help with the transition.

### **4. How will the new LCMS affect the way you do business within the Civil Rights Division? How will it affect how the Civil Rights Division does business with the other DOJ components?**

The CRT's current litigating case management system, Integrated Case Management (ICM), is based on old and unsupported LawPack technology. As a result, ICM is no longer flexible and adaptable to meeting CRT's emerging needs. LCMS will also give CRT the capability to more effectively collaborate and securely share information with the other DOJ litigating components and throughout the justice community. With the new LCMS, the CRT will gain built-in information sharing of data with the USAOs for co-litigated cases. This should streamline the information sharing process and eliminate redundant keying of the same data into two different systems. The trial attorneys will spend less time accessing data from other components and will be able to spend more time building cases.